

Amendments to the Claims

Please amend claim 1 as shown below.

Listing of Claims

This listing of claims will replace all prior versions and listings of claims in the application:

1. (Currently Amended) A method for interacting with a customer interaction center, comprising the steps of:

determining a channel through which a customer interaction between a customer and the customer interaction center will be conducted, including identifying at least one of

a telephone connection from the customer to an automated telephone system,

a telephone voice connection between the customer and a human customer service representative,

postal mail from the customer,

electronic mail from the customer, and

a facsimile connection between the customer and the customer interaction center,

a client computing device connection from the customer to the customer interaction center through a public network, and

a thin client connection device from the customer to the customer interaction center through a wireless interface;

if the channel is one of postal mail, electronic mail or facsimile connection, transmitting an acknowledgement to the customer with an expected time to reply;

if the channel is one of a telephone connection, a telephone voice connection, a client computing device and a thin client computing device,

establishing a connection between the customer and the customer interaction center along the channel;

automatically calculating a customer value for the customer based on historical customer interaction information;

determining whether said customer value exceeds a predetermined threshold; and

if said customer value is less than said predetermined threshold, presenting said customer with a partial list of interaction options over the computer network and receiving a selected interaction option from the customer over the computer network, wherein said selected interaction option is listed on said partial list;

if said customer value is not less than said predetermined threshold, presenting said customer with a complete list of interaction options over the computer network and receiving a selected interaction option from the customer over the computer network.

2. (Previously presented) The method of claim 1, further comprising the step of conducting the interaction in accordance with the selected option.

3. (Cancelled)

4. (Previously presented) The method of claim 2, further comprising the steps of:
retrieving a contact history that corresponds to said customer from a contact history database;
presenting the contact history to a customer service representative (CSR); and
interacting with the customer in accordance with the contact history, wherein said contact history comprises information related to previous interactions with the customer.

5. (Previously presented) The method of claim 4, wherein the step of interacting with the customer, further comprises the following steps:
observing at least one customer response to a specific question;
creating a customer profile based on said at least one customer response;
recording said at least one customer response in a customer interaction database record;
repeating the observing, creating and recording steps until the completion of the interaction; and
copying said customer interaction database record to said contact history database.

6. (Previously presented) The method of claim 4, wherein the step of interacting with the customer further comprises of the following steps:

- receiving a request from a client computing device;
- determining whether said request originates from a first client computing device comprising a first processor or from a second client computing device comprising a second processor, wherein said first client computing device comprises a slower central processing unit and a lower resolution display than said second client computing device; and
- responding to said request in a format compatible with said first client computing device if said request originated from said first client computing device;
- responding to said request in a format compatible with said second client computing device if said request originated from said second client computing device.

7. (Original) The method of claim 1, wherein the step of automatically calculating a customer value based on historical customer interaction information, further comprises the following steps:

- processing a customer request to purchase an item or service;
- retrieving historical customer interaction data associated with said customer from a customer value database;
- computing a customer value based on said customer request and the historical customer interaction data; and
- updating said customer value database.

8. (Previously presented) A method for interaction with a customer from a customer interaction center over a computer network, comprising the steps of:

- receiving from the customer a request to interact with a customer service representative (CSR);
- if the customer initiates contact with the customer interaction center via one of a facsimile machine and postal mail, evaluating the customer contact using character recognition to produce processed data and conveying the processed data to the CSR for response to the customer;

if the customer initiates contact with the customer interaction center via one of a telephone connection, a telephone voice connection and a client computing device, automatically calculating a customer value based on historical customer interaction information;

determining whether said customer value exceeds a predetermined threshold; and

if said customer value is less than said predetermined threshold, presenting said customer with a partial list of interaction options, and receiving a selected option from the customer, wherein said selected option is listed on said partial list;

if said customer value is less than said predetermined threshold, presenting said customer with a complete list of interaction options and receiving a selected option from the customer.

9. (Previously presented) The method of claim 8, wherein said step of a request further comprises the step of receiving a request over a wireless medium to a customer interaction center.

10. (Previously presented) The method of claim 8, wherein said step of receiving said request further comprises the following steps:

receiving a request from a client computing device to access a customer interaction center;

determining whether said request originates from a first client computing device comprising a first processor or from a second client computing device comprising a second processor, wherein said first client computing device further comprises a slower central processing unit and a lower resolution display than said second client computing device; and

responding to said request in a format compatible with said first client computing device, if said request originated from said first client computing device;

responding to said request in a format compatible with said second client computing device if said request originated from said second client computing device.

11. (Previously presented) A computer-readable medium containing instructions for interacting with a customer interaction center over a computer network, the instructions comprising the steps of:

automatically calculating a customer value based on historical customer interaction information;

determining whether said customer value exceeds a predetermined threshold; and

if said customer value is less than said predetermined threshold, presenting said customer with a partial list of interaction options, and receiving a selected interaction option from the customer, wherein said selected interaction option is listed on said partial list, otherwise;

if said customer value is not less than said predetermined threshold, presenting said customer with a complete list of interaction options and receiving a selected interaction option from the customer.

12. (Previously presented) The computer-readable medium of claim 11, wherein the method further comprises the step of conducting the interaction in accordance with the selected option.

13. (Original) The computer-readable medium of claim 12, wherein the method further comprises the steps of:

determining a channel through which the interaction will be conducted; and

establishing a connection between the customer and the customer interaction center along said channel.

14. (Previously presented) The computer-readable medium of claim 12, wherein the method further comprises the steps of:

retrieving a contact history that corresponds to said customer from a contact history database;

presenting the contact history to a customer service representative (CSR); and

interacting with the customer in accordance with the contact history, wherein said contact history comprises information related to previous interactions with the customer.

15. (Previously presented) The computer-readable medium of claim 14, wherein the step of interacting with the customer, comprises the following steps:

- observing at least one customer response to a specific question;
- creating a customer profile based on said at least one customer response;
- recording said at least one customer response in a customer interaction database record;
- repeating the observing, creating and recording steps until the completion of the interaction; and
- copying said customer interaction database record to said contact history database.

16. (Previously presented) The computer-readable medium of claim 14, wherein the step of interacting with the customer comprises the following steps:

- receiving a request from a client computing device;
- determining whether said request originates from a first client computing device comprising a first processor or from a second client computing device comprising a second processor, wherein said first client computing device comprising a slower central processing unit and a lower resolution display than said second client computing device; and
- responding to said request in a format compatible with said first client computing device, if said request originated from said first client computing device;
- if said request originated from said second client computing device responding to said request in a format compatible with said second client computing device.

17. (Original) The computer-readable medium of claim 11, wherein the step of automatically calculating a customer value based on historical customer interaction information, further comprises the following steps:

- processing a customer request to purchase an item or service;
- retrieving historical customer interaction data associated with said customer from a customer value database;
- computing a customer value based on said customer request and the historical customer interaction data; and
- updating said customer value database.

18. (Previously presented) A computer-readable medium containing instructions for interacting with a customer interaction center over a computer network, the instructions comprising the steps of:

receiving a request from a customer to interact with a customer service representative (CSR) over a computer network at a customer interaction center;

if the customer initiates contact with the customer interaction center via one of a facsimile machine and postal mail, evaluating the customer contact using character recognition to produce processed data and conveying the processed data to the CSR for response to the customer;

if the customer initiates contact with the customer interaction center via one of a telephone connection, a telephone voice connection and a client computing device, automatically calculating a customer value based on historical customer interaction information;

determining whether said customer value exceeds a predetermined threshold; and

if said customer value is less than said predetermined threshold, presenting said customer with a partial list of interaction options and receiving a selected option from the customer, wherein said selected option is listed on said partial list;

if said customer value is not less than said predetermined threshold, presenting said customer with a complete list of interaction options and receiving a selected option from the customer.

19. (Previously presented) The computer-readable medium of claim 18, wherein said step of transmitting a request comprises the step of transmitting a request over a wireless medium to a customer interaction center.

20. (Previously presented) The computer-readable medium of claim 18, wherein said step of receiving said request comprises the following steps:

receiving a request from a client computing device to access a customer interaction center;

determining whether said request originates from a first client computing device comprising a first processor or from a second client computing device comprising a second

processor, wherein said first client computing device comprises a slower central processing unit and a lower resolution display than said second client computing device; and

 responding to said request in a format compatible with said first client computing device, if said request originated from said first client computing device;

 responding to said request in a format compatible with said second client computing device if said request originated from said first client computing device.